

Listing of Claims:

1. (Currently Amended) A method for monitoring and reporting performance information relating to data transmission, comprising:

receiving at a processor an electronic data transmission addressed to a network service provider;

routing the data transmission from the processor to the network service provider;

monitoring at the processor a portion of the data transmission while the data transmission is in progress;

generating at the processor performance information associated with the data transmission based on the monitored data transmission; and

reporting the performance information to a third party.

2. (Original) The method of claim 1, further comprising:

storing the performance information in a database.

3. (Original) An apparatus for monitoring and reporting performance information relating to data transmissions, comprising:

a processor; and

a memory in communication with the processor, the memory for storing a plurality of processing instructions allowing the processor to:

receive an electronic data transmission addressed to a network service provider;

route the data transmission to the network service provider;
monitor a portion of the data transmission;
generate performance information associate with the data
transmission; and
report the performance information to a third party.

4. (Currently Amended) The method apparatus of claim 3, further comprising processing instructions allowing the processor to:

store the performance information in memory.

5. (New) The method of claim 1, wherein the processor is a central controller.

6. (New) The method of claim 1, wherein the performance information includes at least one of how long a call was on hold, whether the call was dropped and who was responsible for the call.

7. (New) The method of claim 6, wherein who was responsible for the call comprises one of the network service provider or a terminating party.

8. (New) The apparatus of claim 3, further comprising processing instructions allowing the processor to:

prompt an originating party with at least one question to gather additional performance information.

9. (New) The method of claim 8, wherein the additional performance information comprises a level of customer service offered by a terminating party.

10. (New) The method of claim 8, wherein said prompt comprises playing a recording to the originating party before connecting a call.

11. (New) The method of claim 1, further comprising the step of:

prompting an originating party with at least one question to gather additional performance information.

12. (New) The method of claim 11, wherein the additional performance information comprises a level of customer service offered by a terminating party.

13. (New) The method of claim 11, wherein said prompting step comprises playing a recording to the originating party before connecting a call.

14. (New) The apparatus of claim 3, wherein the processor is a central controller.

15. (New) The apparatus of claim 3, wherein the performance information includes at least one of how long a call was on hold, whether the call was dropped and who was responsible for the call.

16. (New) The apparatus of claim 15, wherein who was responsible for the call comprises one of the network service provider or a terminating party.